



STATE OF IOWA

CHESTER J. CULVER, GOVERNOR
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
CHARLES J. KROGMEIER, DIRECTOR

June 23, 2009

For More Information Contact:
Roger Munns (515) 281-4848

DOJ Notes Big Gains at Glenwood

DES MOINES, Iowa—Clinical care and nutritional management at the Glenwood Resource Center have now reached substantial compliance with rigorous standards set by the Department of Justice, with medical and nutritional leadership earning special notice in the latest DOJ progress report.

In a letter reviewing results of its most recent visit, the DOJ's division on civil rights said Glenwood has now reached compliance on almost all measures, including the effective coordination of various health professions and all other standards of clinical care.

"The medical director's efforts in this achievement bear mention," said the DOJ report, referring to Dr. Mohammad Rehman.

"Under his leadership, the facility has developed strong clinical oversight through multiple vehicles, including productive and substantive daily medical meetings, thoughtful and inquisitive peer review, and thorough and detailed policies and procedures."

The DOJ was also complimentary of Glenwood's physical and nutritional management system. PNM systems are critical because more than half of Glenwood's 310 residents have life-threatening swallowing disorders.

"The facility is fortunate to have strong leadership in this area, and it was obvious that the facility, particularly the PNM team, has put significant effort and energy into improving its program," the DOJ said in a letter dated June 18.

The PNM leader at Glenwood is Jill Cuff.

"In fact, one of our consultants commented that GRC's PNM system was 'the most sophisticated PNM system she had ever reviewed,'" the letter said. "As we observed at mealtime, it was clear that the great majority of facility staff has been retrained on the PNM program."

Nursing care is among the few remaining categories of noncompliance.

The DOJ noted nursing errors in its visit in February, including the inadvertent withholding of medication on the day one resident returned from a hospital, and another case in which there was a delay in notifying doctors about a change in health status. Both residents died, although the DOJ said the mistakes did not contribute to the deaths.

"Importantly, Glenwood has good nursing leadership and a competent staff of nurses. It is nearing substantial compliance with all of the (improvement plan's) nursing provisions," the DOJ said.

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Editors: The complete letter and a table showing all 50 DOJ measures can be found at:
<http://www.dhs.state.ia.us/Consumers/Facilities/DOJ/DOJ.html>